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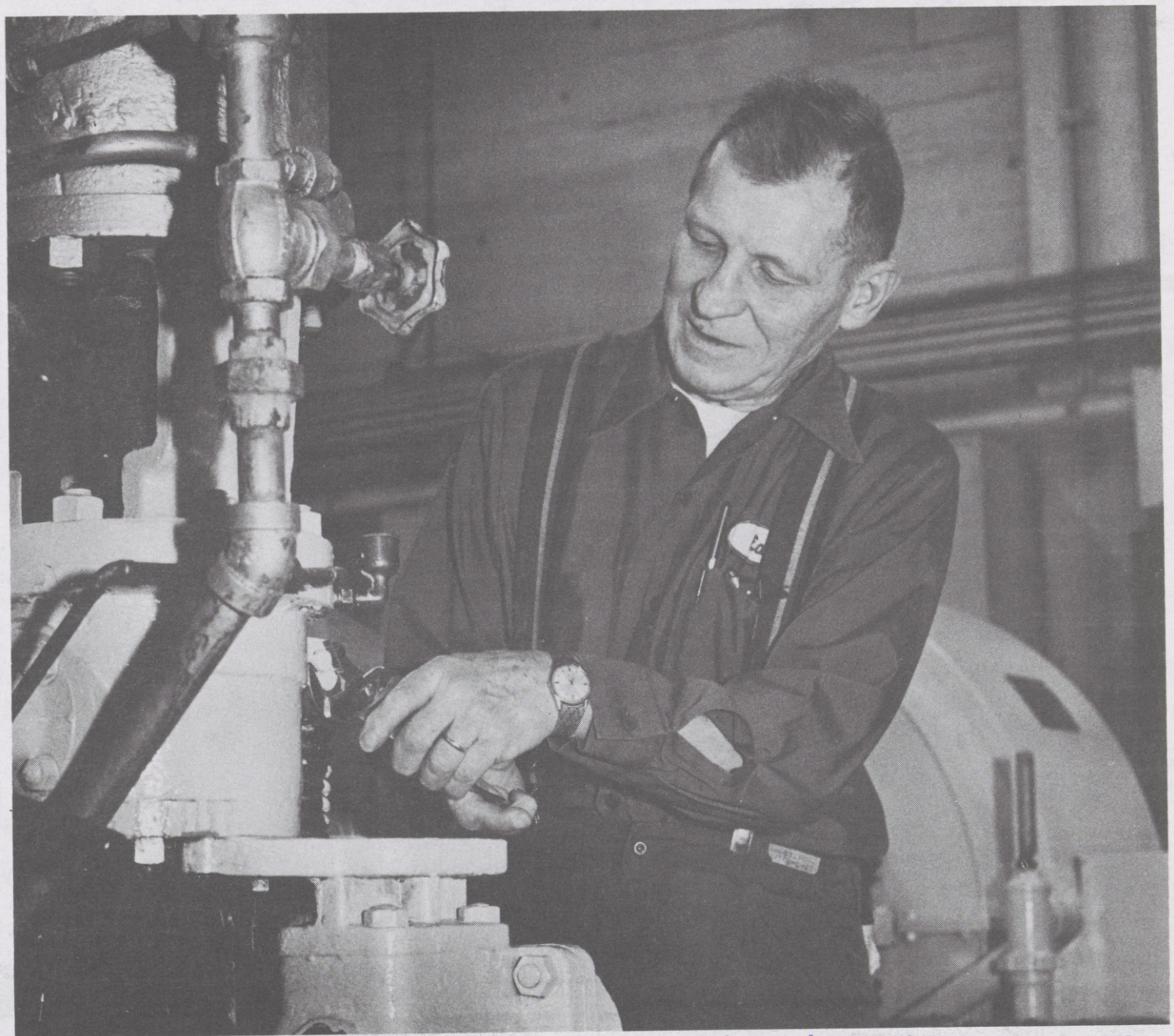
No 9-5 for Some Workers



Stationary engineer Ed Narsavich in power plant. He also carries a set of master keys to enter any area on campus.

When the sun goes down, Ed Narsavich's day begins.

His work title is stationary engineer, but he really is a jack-of-all-trades. He becomes the campus'electrician, plumber, carpenter and chief trouble shooter when the regular crafts-people punch out. A ring with 150 master keys dangles at his side. He needs to be able to enter any nook or area of the campus to make emergency repairs.

At night and on weekends, all physical plant trouble calls are routed to the campus power plant, behind Moffitt/Long Hospitals, where Narsavich works the four-to-midnight shift, Sunday through Thursday. The power plant is just one of several campus departments staffed around the clock. And Narsavich is one of the many employees who keep the campus going during the nights, weekends and holidays, when most are off work.

In his 16 years at UCSF, Narsavich has done just about everything—from repairing busted pipes, hospital monitoring equipment and elevators to removing wind-blown trees from roads. "You never know what kind of situation will come up," he says.

Sometimes all he can do is patchwork to keep something safe or working until the regular repair people arrive in the morning. If necessary, an on-call specialist will be summoned to the campus. "We do the impossible. Miracles take a little longer," he jokes.

While Narsavich moves around the campus, co-worker Dick McClelland dispatches trouble calls and minds the fort. He monitors everything in the power plant, including steam and heat equipment, boilers, generators, distilling units and even the campus fire alarm systems. If the campus loses its power from PG&E, horns blare and lights flash, signaling emergency action by McClelland. In such a case, turbine generators would provide power to critical care areas of the hospital within seconds and to other parts of the campus within a minute. Fortunately, power outages are rare, occurring about twice a year, he says.

Because their regular work days fell on Thanksgiving, Christmas and New Year's, McClelland and Narsavich were not singing "Home for the Holidays." Both, however, were longtime Navy engineers and are accustomed to working the odd hours and making alternative holiday arrangements. "My wife is so used to me not being home on Christmas Eve, she wouldn't know what to do if I had the day off," says McClelland.

But working the 11 pm to 7 am—or graveyard—shift put a bit of a damper on pharmacist Mike Becker's Christmas Eve. Supervisors in Inpatient Pharmacy rotate late shift duties, and his turn fell on Christmas day. At a family gathering, his thoughts often turned to the unpleasantness of leaving for work. "But once I got here I didn't feel so bad. I realized our role here is important," he says.

Patient care does not stop for holidays, so many others also were on duty in the hospitals. In their Moffitt basement office, the two pharmacy technicians working with Becker routinely filled medication drawers. There were new medication orders from patient units but only half the usual number. "Time goes by a bit slower on holidays," says Becker.

In the Telecommunications Office in the Millberry Union garage, operator Billy Matthews worked Christmas and New Year's weekends. During late hours, weekends and holidays, one operator

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'Meds' Operate on the Court

One of the campus' best kept secrets surfaced just before the holidays.

Yes, Virginia . . . and North Carolina, Kentucky, Louisville and UCLA, there *is* a UCSF basketball team.

It does not have a Dr. J, but it has a Dr. Conte, Dr. Crumley, Dr. Fotsch, Dr. Guerry, Dr. Koppe, Dr. McVicar and many others.

The UCSF Meds, as they are dubbed, were enough to intrigue, if not impress, a *Los Angeles Times* sportswriter who was covering Chapman College of Southern California on a road trip to San Francisco. The Meds, a practice game opponent, were drubbed 117-70. But the writer told the story of this most unusual basketball team, which doesn't practice and whose players arrive at games wearing blue scrubs and beepers. Soon after the *Times* article, KRON-TV sports featured the Meds on its six o'clock news.

Before the recent publicity, few other than the players and opponents had heard of the UCSF Meds. They are mostly students, interns, residents and faculty recruited by coach Al Kerr from Millberry Union intramural leagues. The team is not affiliated with a college athletic conference, but plays 20-30 games a year against small and junior colleges or, for example, teams from the Alameda Naval Air Station and San Quentin prison (a road game).

Kerr has around 30 players on his roster—ranging from 5'10½" John Conte, UCSF chief of infectious diseases, to 6'6" pharmacy student Brian Keller—but it's a mystery from game to game which ones will be available. "I just hope for enough for a starting lineup and a few subs," says Kerr.

Even some who do show up aren't guaranteed to stay. Physicians on call have to be within two dribbles and a fast break of a telephone, in case they are paged for an emergency. (But no, they do not wear beepers on their shorts.) Roger Crumley, assistant clinical professor of otolaryngology and an eighth-year guard, remembers being called off the court during the first quarter of a game to help a resident in the hospital stop a nosebleed. He returned in time for the fourth quarter.

The team is further hampered by its lack of practice. Busy schedules, patient care responsibilities and school do not allow such a luxury. This means they cannot run plays or plan strategy. Also, some players do not meet teammates until game time. One admitted not knowing the last names, and in some cases the first names, of his teammates.

The Meds certainly will not win any fashion shows. Their uniforms—a royal blue jersey with gold lettering matched with unmatching white shorts with vertical navy blue stripes (or are they navy blue with white stripes?)—may offend some basketball purists.

Women's Team a Winner

At UCSF, the basketball court is not the exclusive domain of men. In fact, the UCSF Women's Basketball Club in some ways has more going for it than the men's team.

It is official—registered as a campus organization and sponsored by the Millberry Union Recreation Department.

The women practice twice a week.

And, if win-loss records mean anything, chalk up this one for the women. They were good enough to place second in last year's San Francisco Women's City League and are expected to challenge for the title this season.

The team's 15 members are mostly students, but it also includes four employees—Mary Newman, staff research associate in the General Clinical Research Center (GCRC); Paula Doherty, a lab assistant in the GCRC; Anne Morris, lab assistant in the School of Pharmacy's Drug Studies Unit; and Lindley Gifford, staff research associate in the Division of Allergy and Immunology.

This team also has a couple of genuine shooting stars. Mary Newman attended Oregon State University on a four-year basketball scholarship. One of her college rivals, Gloria Lofton, who played for the University of San Francisco, is now her teammate on the UCSF squad. (The team is allowed to carry two community members.) Student and center Delfina Clinch did not play big-time college ball, but what a great sports name.

Despite its successful record, the team puts fun and participation ahead of winning, according to Newman, the team representative. In addition to the city league, the women play other basketball clubs and colleges. All team members who attend games get to play; there are no permanent benchwarmers.

Newman welcomes this approach after years of intense college competition. "This is fun. We don't have the must-win attitude, as in college," she says. "In practice we don't have to run 30 windsprints, or run plays over and over again, until perfected."

Mary Newman, right, practices move on Anne Morris.

SPORTS!

Despite the hindrances, these fellas, and in some cases fellows, aren't bad basketball players. They can hit the open man as well as they close a wound, or drill a jump shot as well as they do a tooth. The Meds now may lose more games than they win, but they're always competitive, says Kerr.

All have played organized basketball, maybe on their high school varsity teams, or in recreation leagues. They're a mixed bag of athletic talent, some excelling in other sports during their undergraduate days. Medical student and forward Walt Combs, for example, was the ace of the UC-Santa Barbara pitching staff. Classmate and guard Mike Sweeney was on the UC-Davis varsity cross-country team. Medicine intern Eric Pepper was a world-class swimmer at Michigan. Medical student and forward Bruce Barker played line backer for Stanford. Classmate and guard Greg Kelly was a defensive back on the same Stanford team. Forwards Bryant Smith, a medical student, and Mike Koppe, a dentistry resident, played volleyball for UC-Santa Barbara and University of Santa Clara.

Their love for the game, the exercise it offers, the desire to compete and the court as a good escape from the rigors of being a health professional are some of the reasons they joined the Meds.

"In the hospital you make life and death decisions. On the court, your toughest decision is whether to pass or shoot," says one player.

Playing for the Meds has provided the opportunity to meet people from other UCSF schools and the camaraderie those in team sports look for, says Mike Koppe, who graduated from the School of Dentistry last June. Besides that, Koppe is a basketball junkie, and he looks forward to each game for his fix of swishes and dunks.

"We get enough mental exercise here, so I look forward to this type of physical exercise," says Mike Sweeney. "We also get to play against some good basketball teams."

Making it all possible for this unlikely basketball team is its equally unusual coach. Kerr, who prefers thongs to high-topped sneakers, is not your typical basketball coach. Although he's been the coach for 13 years—through the team's glory years and three Pacific AAU championships—the sport is not necessarily his specialty. He also teaches weight lifting, swimming, water skiing, volleyball, pingpong, and other sports and nonsports for Millberry Union's Recreation Department.

Because the Meds aren't officially sponsored by the University or by Millberry Union, the time he spends with them is his own. And he does just about everything, from arranging games with opposing teams to washing the uniforms.

Now that the secret of the UCSF Meds is out, he better buy more detergent.

Andy Evangelista

Coach Al Kerr and guard Greg Kelly.

Innertube Water Polo Squad a Real Power

Not to take anything away from the basketball players, but UCSF actually has an intercollegiate athletic powerhouse—in innertube water polo.

Forget that college athletic boards have not yet recognized it as a sport. The record of UCSF's Innertube Water Polo Club is amazing—two Northern California and four consecutive West Coast championships. Graduate student and team representative Billy Martin (this one has been with his team much longer than another with the same name) can't even remember the last time UCSF lost a game.

Innertube water polo, invented in California (where else?) in 1970, was introduced to this campus in 1977. The game is played Monday evenings in the Millberry Union pool, with as many as 50-60 students, faculty, staff and alumni participating over the years.

The game is played just the way it sounds—water polo with innertubes. A penalty is accessed if a player comes out of his or her innertube. Oh yes, the game is coed; teams must have three women, three men and a goalie of either sex. Another significant rule difference is that women get two points for a goal, men get only one.

The game was designed, according to Martin, with an emphasis on passing and positioning rather than on the physical strength and swimming ability seen in traditional water polo. "Put innertubes on everybody and they're all equal," says Martin.

"It's the silliest thing in the world. It's an absurd sport—adults in innertubes thrashing for their lives," laughs Martin. "You can't really take it too seriously."

But the UCSF players take the silliness just seriously enough to defeat schools with much larger innertube water polo programs. Their victims include teams from UC-Davis, UC-Santa Barbara, UC-Berkeley, Stanford and San Diego State. Last summer, UCSF was challenged by a team of divers and police in a game played in the Killer Whale Tank at Marine World. Despite the presence of the whale in an adjoining holding area, UCSF won.

The UCSF club has a group of about 16 ringers—many who had never even seen a water polo ball before coming here—for the major, statewide tournaments. The secret to UCSF's success, however, is the women. The play of the men usually is equal to those on opposing teams, but "our women are much better and smarter than theirs," says Martin.

Will UCSF's dominance in innertube water polo continue? That will be answered this spring when it again defends its title at the West Coast Invitational Championships. But win or lose, UCSF has already made its big splash in intercollegiate sports.

Andy Evangelista

Winners for Exceptional Service

Their jobs may differ greatly, but the six winners of the Chancellor's Award for Exceptional Service have a work trait in common—each routinely performs above and beyond the call of duty, making life easier for fellow employees and patients.

The award is given annually to employees who have been at the top of their salary range for five years or more and have demonstrated outstanding service to the University. Honored at a November 30 ceremony were: **Julian Davis,** senior storekeeper, Materiel Management Central Receiving; **Maria Mangaoil,** senior food service worker, Nutrition and Dietetics; **Leslie Bible,** staff research associate, cardiology, SFGH; **Mary McLaughlin,** medical transcriber, Medical Records; **Ann Politeo,** RN, community nursing and quality assurance coordinator; and **Irene Smith,** hospital patient service assistant.

Each received a certificate, a medallion and $1,500.

Julian Davis is responsible for sorting all materials from Central Stores and Receiving at Oyster Point, and, whether it's a routine delivery or rush, he makes sure supplies get where they're supposed to go without mishap. After 18 years on the job, "Jay" has developed a special knack for anticipating what departments need before their requests come in. His voice over the phone, answering questions or calling to check on proper delivery, has become familiar to many on the campus.

"The two qualities I find that make Jay that special person are: he cares, and he has an astounding memory for names and locations. Many times Jay has averted costly mistakes for the University by caring enough to question, and then ensuring the question is resolved to his satisfaction," says Michael Bergdorf, head of Materiel Management.

On an average day, 10-year employee Maria Mangaoil, who works in the medical and oncology units of Moffitt/Long Hospitals, comes in contact with about 80 patients. She remembers all by name and always takes a few extra minutes to listen and talk to them. Her responsibility is to assist patients select from the menu and serve their meal. Maria usually adds a "special touch," however, says food service supervisor Leslie Tarantola. "It is not unusual for Maria to stop off at the store for a patient or bring something from home to make the patient's stay more comfortable."

Most of the patients on Maria's unit have either terminal or chronic illnesses, and working with them may be both trying and stressful. "Maria, however, displays an unusual amount of sensitivity and empathy for patients and their families," says nutritionist Catherine Budd. "She shares in their joys and sorrows and seems to have no fear about the emotional risk of really getting to know a seriously ill patient."

Leslie Bible, a 14½-year employee, coordinates and assists in all studies in the SFGH cardiology division's animal research facility.

Co-workers say he is invaluable. "Many of the

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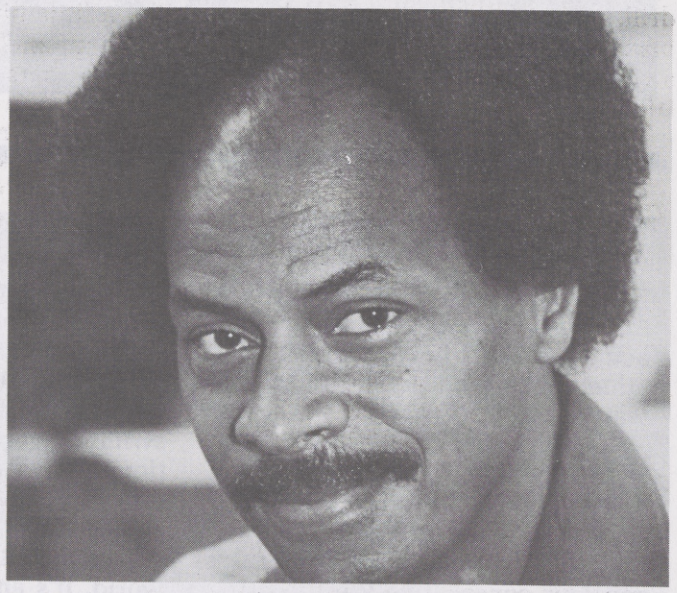
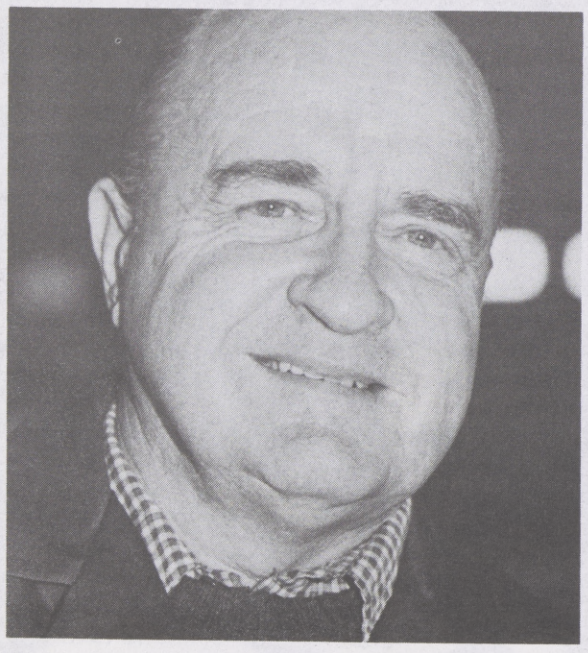
Patient services assistant Irene Smith.

Community nursing and quality assurance coordinator Ann Politeo.



Staff research associate Leslie Bible.



Senior storekeeper Julian Davis.

Senior food service worker Maria Mangaoil.

Medical records transcriber Mary McLaughlin.

PEOPLE

The woman in the Millberry Union Lounge turned suddenly, surprised to see a familiar-looking UCSF plumber there too, at ease in overalls, toolbag slung over the chair. "You mean they let you rest once in a while?" she said in greeting. Sylvia Gurk smiled back, and assured her that they did.

Gurk seems to know a lot of campus people by sight, and even more know her. In fact, wherever she happens to be troubleshooting—in a lab where she's investigating a flood, in someone's office where she's threading a snake through the ceiling to the main line or at the nurse's station where she's just retrieved a ring washed down the drain—almost everyone seems pleased to see a woman on the job.

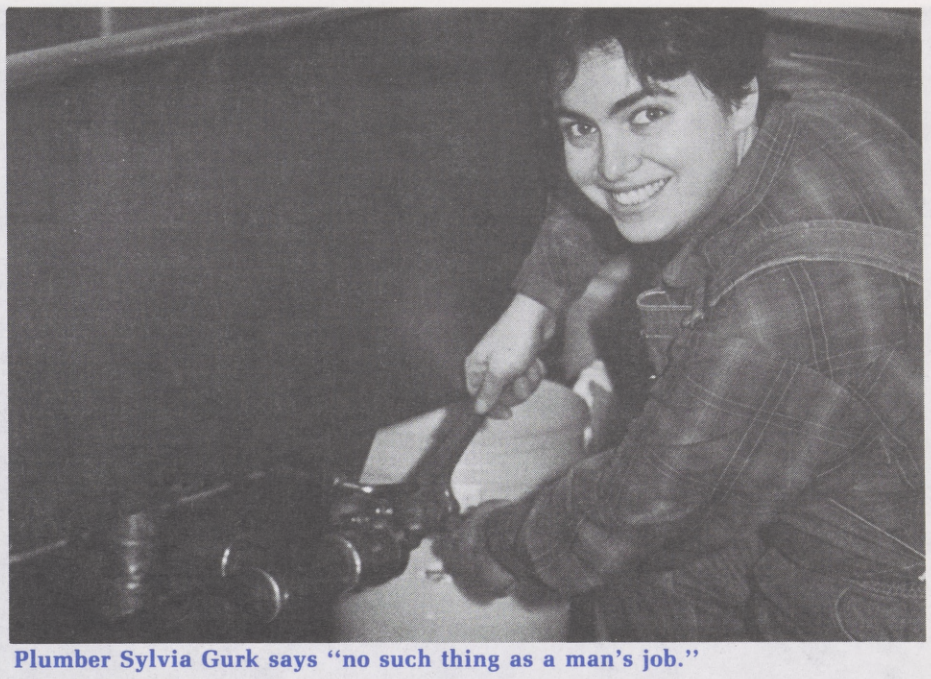
Gurk is quick to admit that she doesn't have the physical strength of many of her male co-workers. Still, she'll try anything before she calls for help. Meanwhile, she can—when she has to—cart a 10-foot, 75-pound cast-iron pipe up a ladder alone, or manipulate the cumbersome 3-foot pipe wrench ("the trick is balancing it on the pipe so that it helps you").

Gurk is also comfortable working with machines, something she learned at a part-time job during high school. And, yes, the electric drill, power saw or pipe-threading machine "kicks" when you first switch it on, but so does an electric typewriter or a sewing machine. "Not being scared of them makes the difference. You just say to yourself, 'I'm going to turn it on, and *I'm* in control.'"

All in all, the work gives her the steady satisfaction of being able to see and touch what she's done at the end of the day. Also, "There's nothing as beautiful as a properly done plumbing job."

Gurk, who speaks frequently to groups of students on school career days, says that times have changed for the better since her own high school days of the mid-'60s, when girls weren't allowed to take shop. Today, she's doing what she can to encourage more women to enter the "nonconventional" trades. "Part of my responsibility as a woman plumber is to be out there and visible."

"Besides, there's no such thing as a man's job."

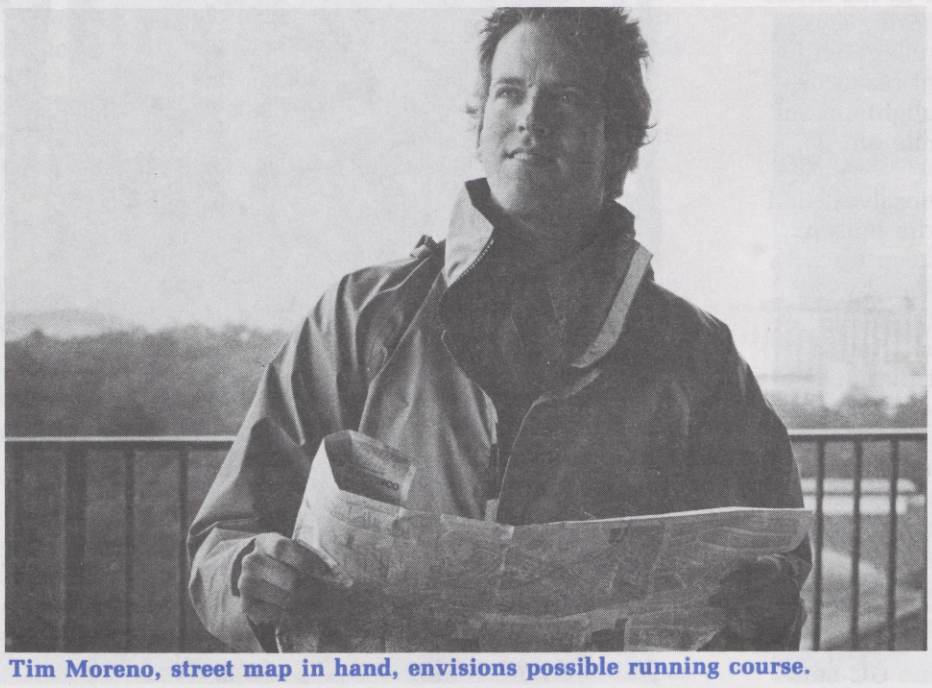


Plumber Sylvia Gurk says "no such thing as a man's job."

When he designs a run, Tim Moreno wants the course to provide challenge, scenery and surprise. The unpredictability is especially important to Moreno, who focuses on running strategy. "You have to think about what's coming up next. It's a whole different technique of running," says the UCSF intern in internal medicine.

A competitive runner himself and a past coordinator of the campus running clinic during his medical student days, Moreno says that the ability to anticipate surprises is crucial to success in competition. So a good course makes runners plan their strategy from the start. For example, the route's variation in grades—with uphills and downhills nicely interspersed and an uphill near the end—cautions people to save some strength for the end. Also, thinkers pull ahead early in the race so that they are prepared when the course narrows into a single trail with no room to pass. And no decent strategist ever comes to grief at a muddy patch, or ruts, loose gravel or the ditch to be jumped. In short, the course with "a little bit of everything" is never dull, and it's one that a runner remembers as an achievement.

When he can take the time from his internship rotation at Highland Hospital in Oakland, Moreno will design a San Francisco course for a half-marathon (13 miles), showing participants the city in all its scenic and sensory variation—the bay, for example; or the sounds of shipping traffic off the Embarcadero; perhaps the architecture on Maiden Lane; the bustle of Chinatown; the smells of North Beach; and the exhilaration of a sprint up crooked Lombard Street. Whatever the final route, it will be the kind of "experiential run that people can really enjoy."



Tim Moreno, street map in hand, envisions possible running course.

Karin deGroot shows ornamental baskets and other items.

Like this one, maybe: Moreno starts from campus and continues through Golden Gate Park, along Arguello through the Presidio, along the Marina and Fisherman's Wharf, through North Beach and the financial district, up Market Street, across Noe Valley and back to campus.

Moreno smiles with nostalgia. "The nice thing about this run," he confides, "is that you can add on to it."

It's one local first-generation Dutch family's tradition at birthdays and other times to exchange handmade gifts only. Therefore, daughter Karin deGroot started getting ready for this past Christmas at her usual time of year, June. Her list included a stained-glass china cabinet, a photo album with needlepoint cover and an intricately cross-stitched wall hanging of a tiger.

But then, with birthdays, Valentine's Day and other special occasions for friends and co-workers, handcrafting is a year-around hobby for deGroot, an administrative assistant in Materiel Management's purchasing division at Oyster Point in South San Francisco. Her craft room at home accommodates the bins of colored glass and myriad yarns, ribbons, silk flowers and fabric scraps that eventually become part of a stained-glass window, slip cover, decorated basket, wreath or stuffed animal.

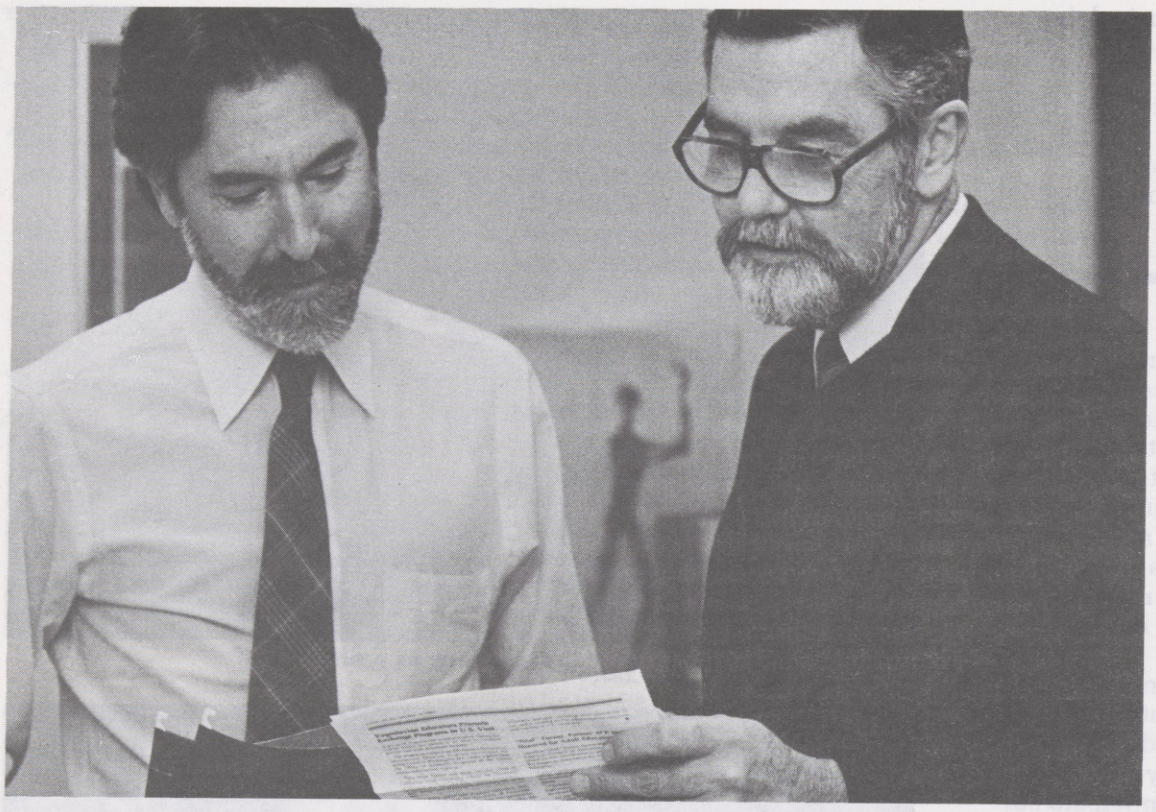
"The possibilities are infinite," says deGroot, who spends much of the time on stained glass, cutting clear, opaque or marbled sheets into colored shapes that she then secures into patterns of her own design. She's been at it for about five years and has kept up her other favorite—needlepoint—since childhood.

She says that skill progresses with time and so, apparently, does her range of interests. Last year, she began making ornamental baskets, turning the bare dimestore variety into versatile gifts bedecked in silk flowers, ribbons and an occasional miniature animal or doll. Then, a few months ago, she took up ceramics. And, accustomed as she is to having her efforts turn out the way they're supposed to, she finds the work of molding, painting and firing clay much different. "I'm still learning how the colors work. What you see at first is totally different from what you get after it's been fired in the kiln. I'm not sure of myself yet."

A window shopper by nature, deGroot is forever spotting something to tempt her interest at flea markets, import centers or the shops at Pier 39. Then it's only a matter of time. "Sooner or later I'll try it."

The next undertaking? Calligraphy.

Michele Liapes



Library: People Behind the Scenes

People who work in a library always seem to have the answers that you need. What they do is "manage" information resources, according to University Librarian David Bishop.

At UCSF, he says, this means making it all—historical resources and the latest information just published in scientific journals—accessible to general readers as well as the many health science professionals and researchers. The UCSF Library, with a staff of 90, provides access to more than half a million books, bound journals, monographs, medical illustrations, photos and artifacts. And its ways of making these available are getting faster all the time, more far-reaching and increasingly innovative.

On an average midmorning, for example, Elisabeth Bell sits at a complex-looking computer terminal, approximately two feet square, and punches out a question to a data bank at the National Library of Medicine in Bethesda, Maryland. A reference librarian here for more than 20 years, Bell is doing a computer search of the published medical literature for someone who needs to know what has been written about aspirin's effects on dog kidneys. Almost immediately she finds that, from the more than 22,000 articles on the kidney and some 3,000 on aspirin, there are six relating to the dog. From the terminal, she pulls a three-foot printout giving authors, titles and sources of each, along with available abstracts—all within a few minutes, but slower than it could be. Bell explains: "It's the heavy use time."

Only trained employees, such as the four reference librarians, are permitted to use this terminal for literature searches. But since computer systems are changing constantly, the time will come when those with terminals at home or in the office will be able to do their own searches. Still, says Bell, even the most user-friendly technology will never supplant the existing "wonderful resources" of the printed word, or that special enlightenment that comes with them when you stumble on something unexpected.

Though not medical researchers themselves, Bell and the other reference librarians, Lydia Jensen, James Mackie and Carol Yates-Imah, keep up with current scientific concepts and directions by reading and by having to respond to the many questions they get at the reference desk. Bell, a former medical technologist, says that the medical reference field seems to have particular appeal for people who start out in related professional areas. Jensen is a former registered nurse, and Mackie spent a period of time as a teaching assistant in anthropology. Yates-Imah taught high school biology in San Francisco and the Bahamas for seven years and finds her work today the "logical career extension" of teaching.

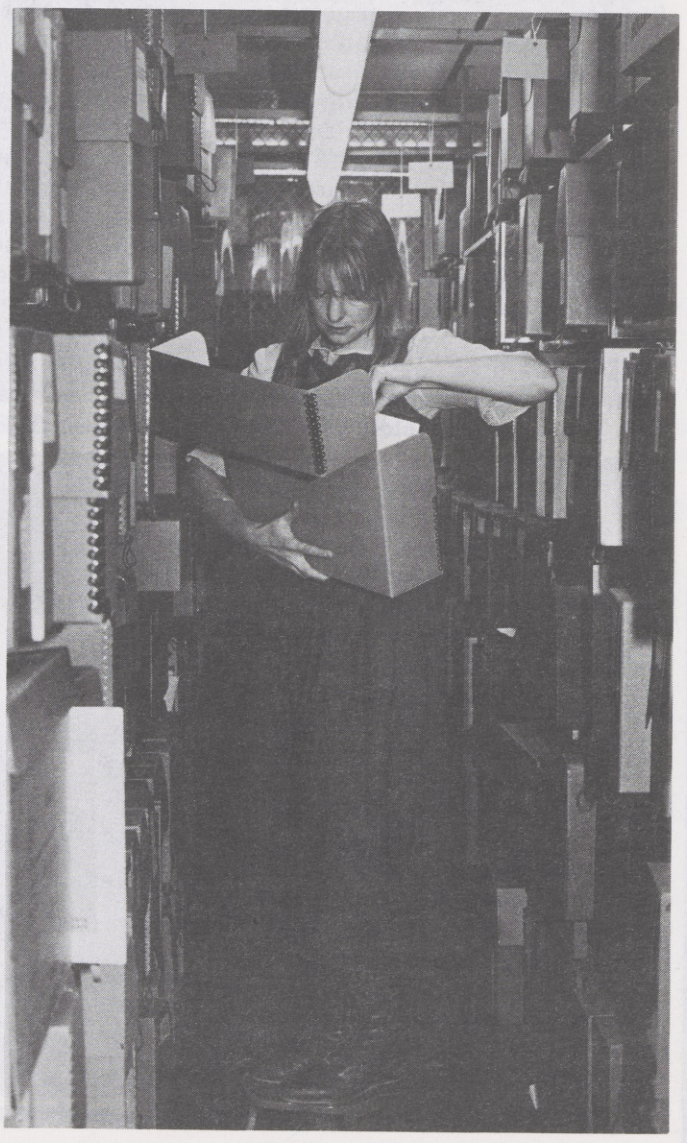
Another, much simpler type of computer terminal gives readers access to books at all nine UC campuses, says Stephen Tarczy, head of technical services. These terminals are dispersed throughout the library for everyone's use in searching for a book by author, title, subject or series, and finding out which campus has it. At present, only the newer books are recorded on the computer, which will eventually replace the traditional card catalog, but older titles are being added constantly. Within a few months, says Tarczy, more than a million will be in the new system.

Computers also get new books onto the shelves faster, he continues. The library buys 13,000 new volumes a year, and until recently they could pile up in storage, while each was cataloged by hand as staff time permitted. Now, people like library assistant Doris Young simply push a button to order a catalog card. Young, who trains others in computer cataloging, says her work is four or five times faster. And the difference to the readers can be a matter of months, according to Tarczy, now that any new book is available within two to four weeks at most. "Before, you sometimes waited half a year for a really difficult item."

When they saw the used computer printouts overflowing from the wastebaskets, administrative analyst Dawne Bissell and library assistant Laura Fairbanks started the library recycling program. Much of the staff participates, and Fairbanks periodically weeds through the bin of old printouts, xerox paper, envelopes, interoffice memos, forms and newspapers to extract what the recycling center downtown won't accept: slick paper, for example, gummed labels, carbon paper, paperclips or cellophane sandwich wrapping. It's an ongoing project that takes a lot of effort on her part, says Fairbanks, who recycles old paper, bottles and tin cans at home. Still, "it feels good to think that I'm saving even one tree," she says.

Computers have advanced the work of the staff in Special Collections—history and campus archives—especially in the area that librarian Nancy Zinn, a historian by background, calls the most satisfying part of the job: "Connecting people with what they're looking for."

The History of Health Sciences collection of approximately 30,000 items is one of the largest on the West Coast. About half the items are circulating



books, journals and pamphlets in the history of the health sciences and Californiana. The rest, dating back to the 1400s, are rare books, manuscripts, photos, drawings and early medical instruments. Centralized computer cataloging makes them all more widely accessible to the growing number of interested people, Zinn says, and streamlines the once cumbersome task of cataloging the items that refused to fit into traditional categories. In fact, the range of materials that document a culture's progress is apparently infinite: a pair of surgical tweezers; a catalog of medical instruments; letters and diaries ("the patient is always the missing figure in the history of health sciences"); even an ad for a new medication. Says Zinn, "I keep wondering, 'Who's saving *today's* catalogs?'"

The four people in Special Collections get questions daily from the campus and public. From a TV station: How did interns dress in the 19th century? From someone on the phone: What did Mozart die from? Or, what was Florence Nightingale's pledge? "That's an easy one," says Charlotte Root, now in her 17th year as history department library assistant. But even to queries obscure or unusual, "One of us can come up with the answer."

People who come in to look up information on their own tend to share what they've found, says Margaret Nagel, the other history department library assistant. "Some of it rubs off a little." The average work day is always varied: finding space for the private collections just donated; organizing a historical slide show; watching the temperature in the history room bookcases to conserve the rare books; putting together the special exhibits in the history room and on the library's main floor—an effort that seems to be a mix of imagination, research, writing, matting and mounting to precision and general acrobatics from the edge of a step stool.

Exhibits on campus history are likely to be the handiwork of archives assistant Chris Creighton. An art student on the side, Creighton also executes the finely lettered signs for some of the library's displays. Downstairs, in the Archives area, she continually incorporates items unique to the campus into an already bulging assortment of records, old photographs, past publications and patient booklets, letters from chancellors and department heads—"anything you wouldn't be able to find anywhere else." She digs through them all in response to myriad questions on UCSF's past, and says that the ones she can't find an answer to keep plaguing her until she does. "I know it has to be here somewhere."

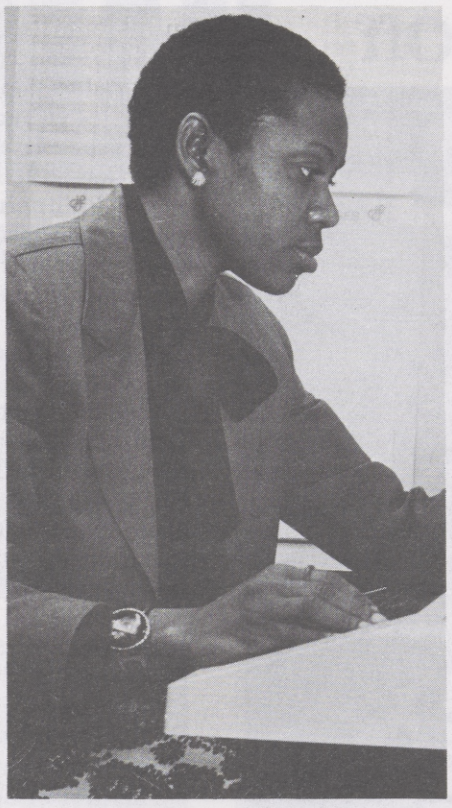
The Oriental Medicine Collection upstairs has been administered by Atsumi Minami since its start, with the purchase of 50 19th-century Japanese medical books in 1959—a time when no one else was looking for them. In the years since, Minami has guided its expansion into a collection of 10,000 items, ranging from the 12th century to the present.

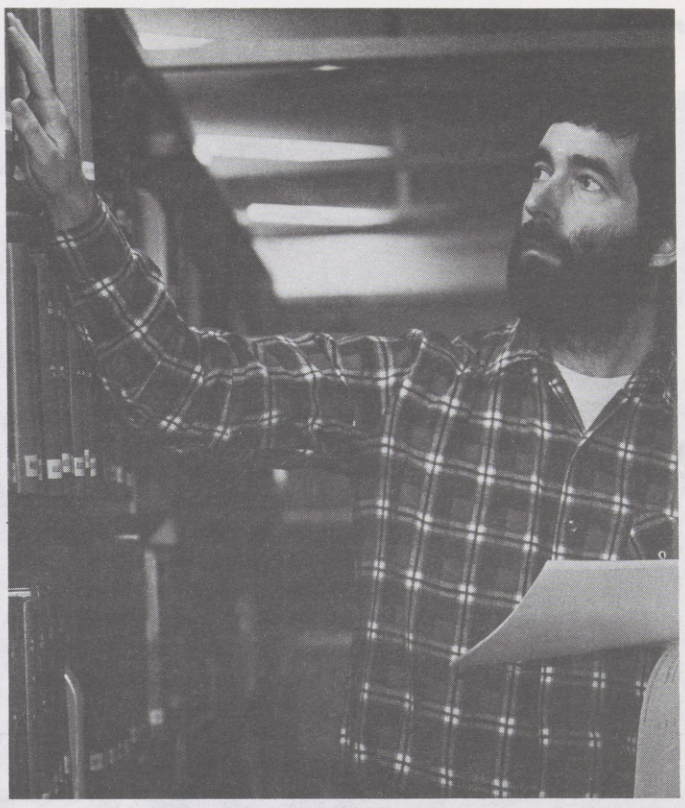
Rare items, located in the history room, include books on traditional Chinese medicine, Japanese print-making, colorful woodblock prints that 19th-century Japanese parents hung on nursery walls to scare away childhood diseases, and a Ming Dynasty scroll on exercise. There are some other such collections throughout the country, says Minami, but UCSF is unique in having developed this one to include contemporary works as well.

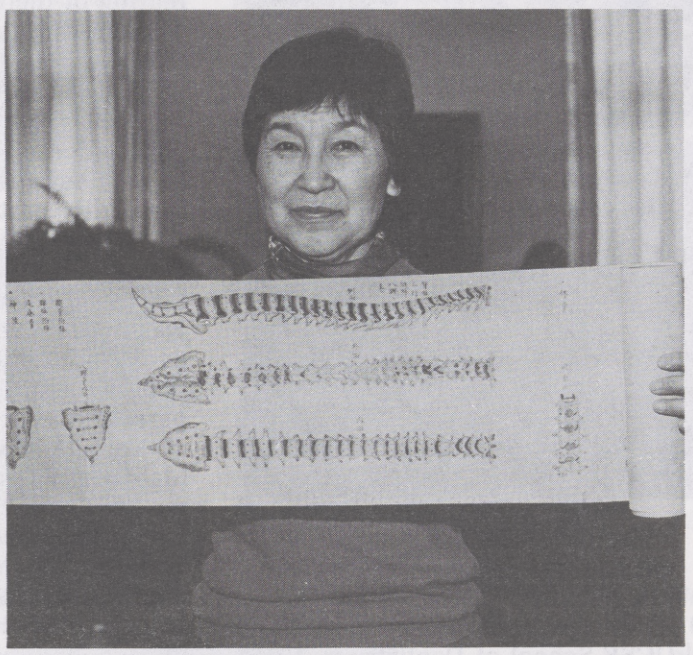
The age of electronics hasn't yet automated library housekeeping. That's done by stack supervisor Richard Blatchley and a staff of 11, who quietly keep retrieving journals and books from the photocopy machines or the hefty reference books from the tables where they've been left and lug them along aisles and up ladders to their shelves, ready for the next user.

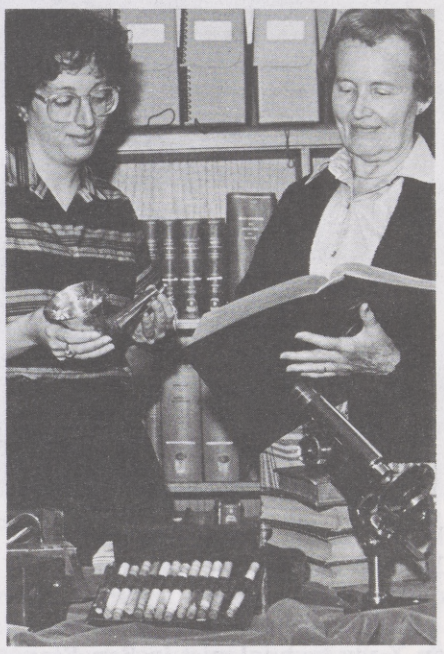
The stack people also get today's newspapers and the newest magazines into the browsing room and the old ones out before they clutter. Blatchley, who started library work 15 years ago, while a student at the University of Michigan, says that he's been committed to it ever since. "I have a sense of being part of a great thing—a mechanism that passes knowledge from person to person."

Michele Liapes

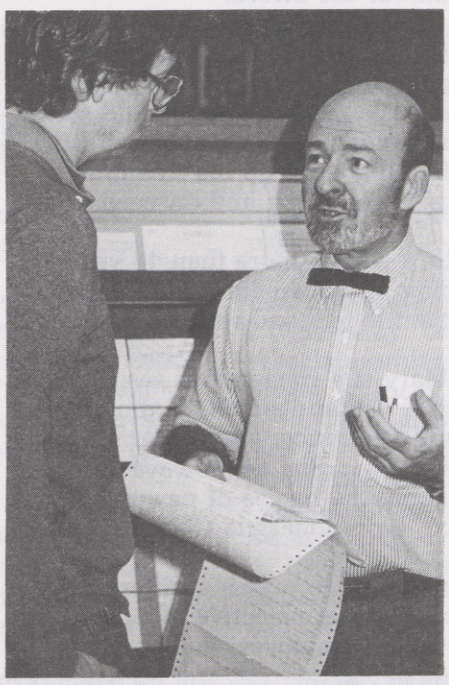








Opposite page, top, associate librarian Ken Weeks and University Librarian David Bishop. Opposite page, bottom, Chris Creighton in the Archives area. Top left, reference librarian Carol Yates-Imah. Top right, stack supervisor Richard Blatchley. Above left, Atsumi Minami shows scroll from Oriental Medicine Collection. Above right, Margaret Nagel and Charlotte Root check items from History of Health Sciences collection. Below, reference librarian James Mackie. Right, Laura Fairbanks removes non-recyclable materials from bin.



Their Hard Work Paid Off

In the family of Perfecto and Xenophona Notario, the four children are grown.

Emilie, a Stanford graduate, is an X-ray technologist in San Francisco, the mother of two.

Gary, the third eldest, has a degree from UC-Berkeley and is a computer programmer in San Francisco. He has a daughter and son.

The oldest son, Perfecto Jr., and the youngest, Gerard, are what you might call UCSF products.

Perfecto Jr. graduated from the UCSF School of Dentistry in 1975 after attending UC-Berkeley. He is in practice in San Diego and has three sons.

Gerard, still single, graduated from Berkeley and the UCSF School of Medicine in 1981. He is in his internal medicine residency at the Veterans Administration Hospital in Martinez.

And now that they are all settled their mother feels it's safe to accept Gerard's invitation to take her to her Philippine homeland next summer for a reunion with her 13 brothers and sisters and some 114 nieces and nephews. "I can go away now and feel sure that my children will be all right," she said.

This 4'8" dynamo, known as Poning "because Xenophona is too long," has worked in the UCSF Department of Nutrition and Dietetics for 23 years. She has put together uncounted thousands of salads in that time.

Her husband worked in two full-time jobs for 25 years until his retirement in 1970—as a storekeeper in the UCSF School of Dentistry and as an assistant bartender at the Fairmont Hotel.

The aim of both was the proper rearing of their children. Their pride in their work has always taken second place to their pride in the family, and for it, the only acceptable goal was excellence.

How does such devotion come about? Perhaps the answers lie in the earlier parts of this story.

It starts in the little town of Puerto Princesa, in the southern Philippine Islands, where Poning was born 63 years ago. She was one of a family of 12 children, plus two more adopted when their parents were killed in the war.

"My father was a teacher in high school," she said. "He named me for Xenophon, the Greek historian." Nevertheless, "I didn't go to school very far. I stopped high school in the fourth year." Nor did Perfecto have a great deal of schooling; he went only through the seventh grade.

The desire for more education than that for their children burned in both of them.

They met in 1945, when Poning was working in a U.S. Army dispensary in Puerto Princesa, and Perfecto was stationed there as a medic.

He was born in the Philippines, came to the United States as a youth, worked in the old UC Hospital pharmacy as a storekeeper, was drafted in 1941 and returned to his homeland with an Army medical unit.

"He was my boss in the dispensary," Poning said. "We talked of marriage, although I already had a boyfriend. But my father selected Perfecto." This pattern of parental authority repeated itself, to a degree, in the upbringing of the little Notarios.

Perfecto's unit returned to the United States soon after the marriage, and Poning followed a year later with 89 other war brides on the ship *Republic*. The first child, Emilie, was born in the following year; Gerard, the youngest, in 1955.

Thereafter, as they reached school age, the children "were brought up in good schools," Poning continued. "They really liked to go to school. They learned to behave, to become good boys and girl. We never let them work at jobs. If they worked, maybe they wouldn't go to school. I'm really very strict with my children. I told them 'Stick to your homework, never go with the wrong crowd.'

"The whole idea was, finish school, no fooling around . . . and their grades were always high."

And now: "We're proud of our children."

And now, Poning says, she is ready to retire next year. In July, when Gerard will be through with his residency, he is going to take her to Puerto Princesa, where all 13 of her brothers and sisters still live.

"I haven't been back since 1946," she said. "I thought if I went away, the children might not go to school.

"But now, I think it's all right."

Jane Eshleman Conant

Exceptional Service Winners

(Continued from page 4)

models of cardiovascular disease that we investigated over the years would not have been possible without Mr. Bible's expertise," wrote C. Jeffrey Carlson, assistant professor of medicine, in a letter recommending Bible for the award.

Bible, too, always seems to do more than is asked of him. There were a series of experiments that required blood sampling on hourly intervals over a period of 72 hours. "The fellows often would stay and do some of the experiments; on over half of them, however, Mr. Bible gave up his free time in order to assist us in the evening and on weekends," says Carlson.

Mary McLaughlin's job for more than 16 years has been transcribing physician-dictated discharge summaries, outpatient letters and reports of surgical procedures.

To co-workers, Mary is a tremendous resource. "We turn to her after Dorland's medical dictionary, the Physician's Desk Reference, and the American Drug Index have failed us. She can always help with difficult dictation, the names of new drugs and strange syntax," says colleague Charlotte Lockner.

Ensuring that nursing care makes a difference has been the ongoing career objective of Ann Politeo. A 17-year UCSF employee, Politeo is responsible for two key areas of nursing—discharge planning and quality assurance. A member of several professional and campus committees, she collaborates with colleagues, both at UCSF and in the community, to improve quality of care by maximizing hospital services, setting up procedures for preventing problems and ensuring that patients continue to get the care they need after their discharge.

"Ms. Politeo has personally gathered information about community health services available in every county in the state and in neighboring states," says nursing director Helen Ripple. "With this information she has created a resource guide which assists staff in referring patients to community agencies and which serves as an exemplar for other institutions."

Irene Smith has devoted more than 31 years to patient comfort and safety. A dispatcher in patient escort services, it is Smith who arranges for prompt and appropriate transport of patients who must be moved from one area of the hospital to another.

Patient escort manager Richard Felder says several in the department met the nomination criteria for the Exceptional University Service Award, but Smith stood out. He noted her "consistent overall work performance, courtesy and devotion for implementing patient transport."

QUESTION MAN

Where do you go during a break in work if you need to 'get away'?

Bill Belcher, medical electronics technician trainee, Research and Development Laboratory: There are really only the cafeterias or lobbies like Medical Science. The library is one possible place, but I haven't gone there myself. There seem to be several lounges for women, but none for men. Perhaps there should be some coed lounges. Also it would be good if there were showers that any employee could use after a run or just a hard day at the job. There seem to be plenty of shower areas around that are not being used by anyone.

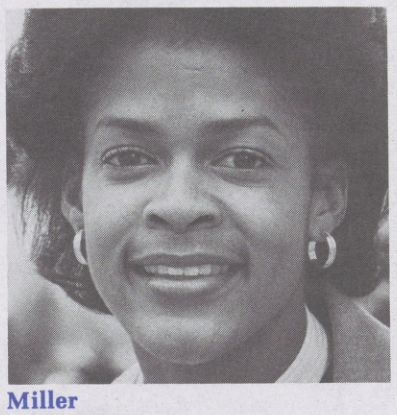
Brian Bible, animal care technician, Animal Care Facility: There's nowhere to go. The cafeteria is just a little room for getting out your frustrations with the job. They should try to have more music on the campus. In the summer they should have something in the courtyard two or three times a week. Just play a variety, so everyone can enjoy it.

Joyce Bynum, management services officer, Metabolic Research Unit: At lunchtime I'll walk to the general area of Ninth and Irving, or to the Arboretum on nice days. On campus, there's an open area with a lot of benches in back of the School of Nursing building. It's secluded, and really a very pleasant place to sit and get away from people. In rainy weather, getting away is more of a problem.

John Flaherty, Infectious Diseases fellow, School of Pharmacy: I go running in the park at least three or four times a week. I'm addicted to it. It's a great way to preserve my mental health and keep in shape, even in the rain.

Sam Takaoka, hospital assistant, Physical Therapy: I eat where I happen to work, at the pool. It's a wonderful place to relax.

Takaoka

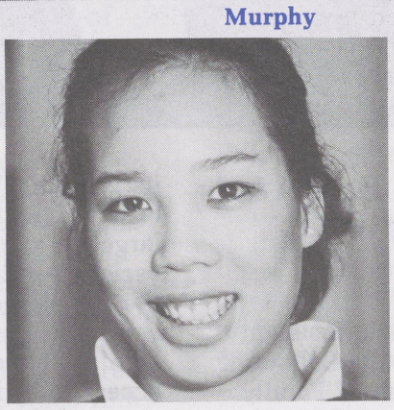

Miller

Herbert

Lewis

Flaherty

Murphy


Ong

Ellora Ong, EKG technician, pediatric cardiology: I like Saunders Court, with its benches and plants. Then, above that there's an outdoor stairway where you can sit and enjoy the view. It's quiet and not crowded. When you're dealing with people all day long, sometimes you just need a break.

Carrie Miller, registered dental assistant, School of Dentistry: At the dental school they've tried to accommodate people with a coffee room, but there just isn't room for everyone. The problem is that the school just doesn't have the space for more.

Minh Murphy, administrative assistant, School of Pharmacy: I go to the second-floor cafeteria. It's convenient, and I have only half an hour for lunch, but there should be more places. A lot of people walk to Ninth Avenue, but I'm too lazy.

Charles Lewis, supervisor, Environmental Services: We don't have anywhere close. There's the Millberry pool, but a lot of the time it's reserved for other groups and not available to employees. I've never been able to get in during my own lunch break from 12:30 to 1 p.m.

Dorothy Herbert, specialist, CVRI: I think the campus needs more places. I'm happy enough with the second-floor cafeteria, though it's been better in the past. The desserts aren't as good as they used to be.

Cindy O'Toole, staff research associate, Department of Pediatrics: I go out and run 7 or 10 miles every lunch hour. It takes me as far away from here as I can get—all the way to the ocean. It's a wonderful way to get away.

BULLETIN BOARD

This spring UCSF will participate in the **1984 Olympic Torch Relay.** The torch will be carried over 19,000 kilometers, beginning May 8 in New York and arriving for the summer games at the Los Angeles Coliseum on July 28.

UCSF has reserved one kilometer on the torch relay route. The campus will hold a drawing in the spring to determine who will be the lucky runner. Proceeds from UCSF's participation will benefit the San Francisco Boys' Club. Watch for details in coming weeks.

An all-day symposium, entitled "Affirmative Action in Higher Education," will be held on Wednesday, February 22, in Cole Hall. Guest speakers include Assemblyman John Vasconcellos; Yori Wada, chairman, UC Board of Regents; Philip R. Lee, MD, director, UCSF Institute for Health Policy Studies; Thomas F. Pettigrew, PhD, professor of social psychology, UC-Santa Cruz; Uri Treisman, associate director, Professional Development Program, UC-Berkeley; Leith Mullings, PhD, associate professor and director, Social Sciences Program, School of Biomedical Education, City College of New York; Jaime E. Rodriguez, PhD, professor and dean, Graduate Studies and Research, UC-Irvine; and Joanne A. Lewis, former director, State Department of Fair Employment and Housing.

The **Langley Porter Habit Abatement Clinic** is accepting participants in its "stop smoking" program. Individuals must be between the ages of 21 and 55 and not have high blood pressure, heart or lung diseases or ulcers; women must not be pregnant.

The clinic uses the behavioral approach to nonsmoking, including aversive smoking and relaxation training and the self-help approach, focusing on an individual plan to stop smoking. A refundable deposit of $75 is required. For more information, call ext. 77-453.

GAZETTE

PERSONNEL

Custodian Honored

Dorothy Chavez has not missed a day of work in nearly two years. Her attendance record and outstanding work earned her the 1983 Custodian-of-the-Year award.

Chavez was selected by Building Services supervisors from the year's 12 custodian-of-the-month winners. The awards program was established in the spring of 1982 to recognize exceptional performance and encourage continued and increased efficiency, according to Building Services manager Wendell Adams.

She received a certificate and pin from Erick Erickson, vice chancellor of Business and Fiscal Services, at a recent awards ceremony.

VA

Nurse Named Bay Area Federal Employee of the Year

Candace Carter Childs, assistant clinical professor in the School of Nursing's Department of Family Health Care Nursing and oncology clinical nurse specialist at VA Medical Center, was named 1983 "San Francisco Bay Area Federal Employee of the Year."

Selected from 85,000 Bay Area federal employees, she is the second School of Nursing clinical faculty and VA staff member in a row to receive the prestigious award for professional achievement and commitment. In 1982, Joyce Takano Stone, an assistant clinical professor of physiological nursing and geriatric clinical nurse specialist at VA, received the same recognition for her leadership in meeting the needs of the aged.

In her three and a half years at VA, Childs has pioneered the development of an innovative program for cancer patient care at every stage—from initial diagnosis and hospital treatment through follow-up therapy in the clinic and at home.

"The government is very good to its veterans," she says, and creating the new program was largely a matter of coordinating various services and resources that the VA already had. An empty ward was converted into a more comfortable outpatient clinic, with access to beds, oxygen, wheel chairs and sophisticated chemotherapy equipment. Its staff includes physicians, another nurse, a dietitian, pharmacist, social worker, psychology fellow and several volunteers. Community health nurses provide home care, and clinic staff members have established a twice-weekly support group for cancer victims and their families. Though the very ill can find it hard to take an interest in others, says Childs, "It's rewarding when we have a good session."

Besides educating both patients and staff in cancer care techniques, Childs also formulates policy and trains nursing students. In care itself, she says, continuity is crucial. She becomes close to her own patients over long periods of time, and says that the returns are worth the effort. "If people get better, that's very exciting. If they don't, it's rewarding to know that you're helping them with their problems."

AUXILIARY/ VOLUNTEERS

Volunteers-of-the-Month

Volunteers come to UCSF Hospitals and Clinics for that special kind of contact with people that can be lacking on the job or, sometimes, even in school. At least, working with others was the main attraction for the last four volunteers-of-the-month—a lawyer, a bank employee, a nurse and a high school student.

Connie Bagley (September), a business lawyer downtown, was the first volunteer in the Intensive Care Nursery, when she began a year ago. She's been coming every Sunday since, to do whatever needs doing, from giving a newborn infant some needed attention to easing the vigil of anxious parents or lending support to high-risk expectant mothers hospitalized on the same floor.

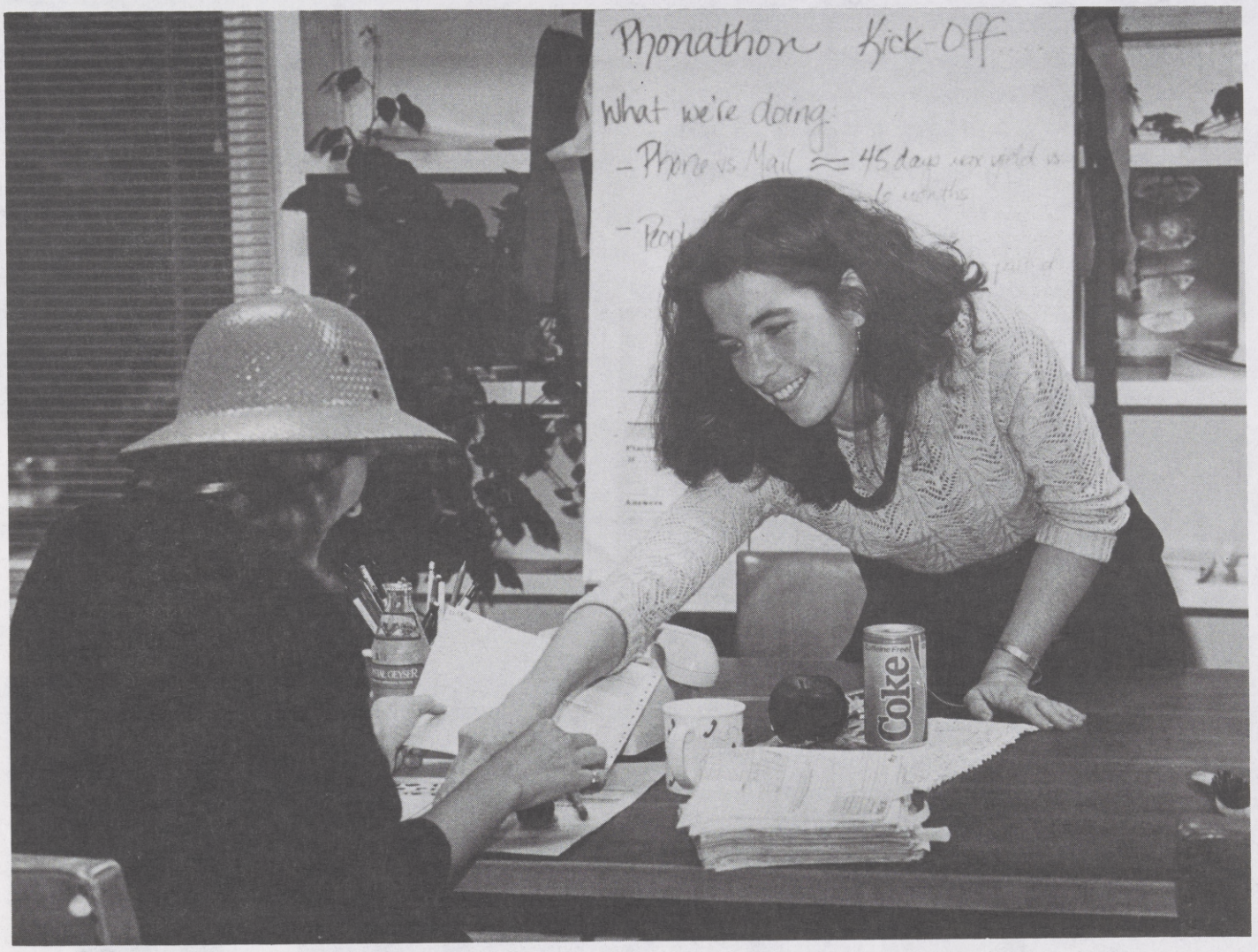
A full-time job at the bank, evening courses in biological sciences and marathons on the weekends weren't enought for **Shane Devenshire** (October). So he put in more of his time on Sundays in the Emergency Room, where he escorts patients to X-ray and generally makes people comfortable whenever they have to wait. Devenshire, who wants more interaction with others than his business career provides, is thinking of applying to medical school.

Julie Martchenke (November), a nurse in San Francisco General Hospital's Family Care Unit, volunteers once a week with Pediatrics' puppet therapy program, helping ease children's fears of surgery. She joined the program a year ago, when she was still in nursing school and wanted more experience in the emotional aspects of patient care.

Patient contact also is the main objective of 17-year-old student **Willa Haggerty** (December). As a volunteer, first for radiology and now for surgery, she has been helping with patient transport, paper work and the set-up of surgical trays.

Willa Haggerty

CAMPUSWIDE



Debra Brent works with students participating in phonathon.

Students on Phones Help Raise Money

It's dark outside and 11 students representing UCSF's four professional schools and Graduate Division are at work on the telephones in the Office of Development.

Suddenly a toy horn—the kind people blow on New Year's Eve—toots, and a triumphant voice calls out, "YEAAY! A $100 pledge!" A chorus of cheering follows. Soon everyone is eagerly back on the phone.

The students are participants in the campus' Annual Fund Phonathon, a concentrated effort to obtain donations for academic programs from alumni and faculty. With the help of the phonathons, which began in 1982, the percentage of donors to the annual giving program has more than quadrupled, reports Debra Brent, assistant director of development and associate director of annual giving, who initiated the phonathon program on this campus.

"The state supports about one-fourth of the annual budget of UCSF," according to Brent. "Since the rest of the money has to come from federal grants, student fees, private gifts and other sources, it's up to us to use the most effective fund-raising techniques possible."

Brent first learned about phonathons while attending a conference for academic fund-raisers. With the enthusiastic support of Dave Mitchell, assistant chancellor for development, and Judy Bradley, at the time director of annual giving, she visited and corresponded with other universities to gather ideas.

"In 1982, we conducted a small-scale phonathon for three of the schools and discovered its effectiveness," says Brent. "Then in spring 1983, we held a full-scale, five-week phone drive for the Schools of Medicine, Nursing and Pharmacy and raised $80,000 in pledges. In the fall, we combined a phonathon for the School of Dentistry with a cleanup of the earlier 1983 drive for the other schools. A total of $48,000 was pledged."

Before a phonathon is held, an introductory letter tells the prospective donor to expect a phone call. Students are recruited and trained in an orientation session that makes use of role-playing and other imaginative techniques. A new aid to recruitment and training is two phonathon video films developed last summer at UCSF.

Running a successful phonathon requires highly motivated callers who are knowledgeable about campus needs. "I decided to hire UCSF students to phone our prospects," Brent says, "pay them at an hourly rate, and provide bonuses each evening for the two students bringing in the largest dollar amount and the largest number of pledges.

"Twenty-five students are recruited for a full-scale phonathon, and from this pool I am able to assure coverage of the 11 phones from 6:30 to 9:30 every Sunday, Monday, Tuesday and Wednesday evening over a five-week period."

An outsize, bright yellow paper placemat, designed by Brent and put under each telephone, spells out in bold print guidelines for the callers, for example: how to greet the prospective donor, how to invite donations tactfully, how to reply to a positive, a negative or an undecided response. Once a pledge is secured, the student fills out the information and adds a personal note of thanks on the statement form to be mailed to the donor the next day, says Brent, who is with the students the entire time.

Second-year pharmacy student Jeanne Hewitt found the spring 1983 phonathons so enjoyable she returned in the fall. Her husband, Bill, an engineer, came along to help.

Annie Ko, a fourth-year dentistry student, who has taken part in three of the phonathons, says: "It's a lot of fun talking to the alumni on our calling lists. I've made some new professional friends."

Claire Leeds Wray

United Way Campaign a Success

UCSF's 1983 United Way campaign was a big success. The campus' participation increased 200 percent, with 31 percent of staff and faculty contributing to the effort to fund community human services agencies. This year, the campus community donated over $113,500, almost $44,000 over last year's figure.

"I am especially proud of UCSF's demonstration of concern for those in our community who need assistance or a special hand in time of need," said Chancellor Krevans. "My thanks to everyone for demonstrating UCSF's interest in, and participation in, the affairs of our community."

A celebration to thank some 300 employees who volunteered as United Way donor representatives was held this month.

HOSPITALS / CLINICS

Contest Brings New Puppets for Child Therapy Program

Winners of a hand-puppet design competition, sponsored by the Louis B. Mayer Foundation in cooperation with UCSF's Puppet Therapy Program, were announced recently. They are: Judy Sierra of Santa Fe, New Mexico, $500 first place award; Wende Silverman of Berkeley, $250, second place; and Elizabeth Luce of Los Altos, $125, third place.

The winning puppets will become part of the program in which trained puppeteers use them and miniature hospital equipment to familiarize pediatric patients with hospital procedures. Last year, close to 500 children participated in the puppet program, which was organized in 1969 and now is part of Child Life Services, a program sponsored by Nursing Services. Pat Stich and Elaine Pico are co-directors of the Puppet Therapy Program.

Puppet Therapy Program coordinator Pat Stich with winning entries.

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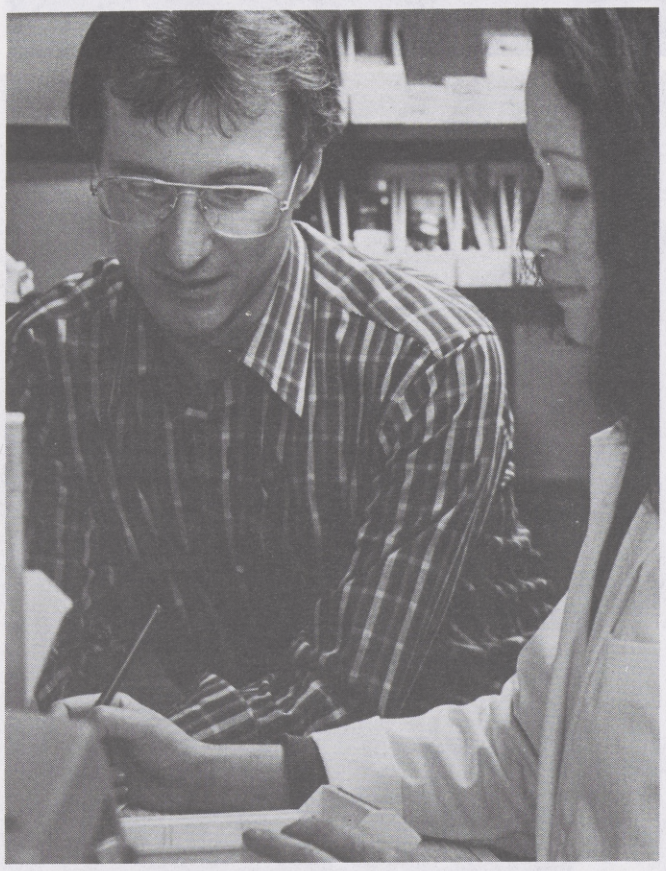
'After Hours' Workers

Top, pharmacist Mike Becker and technician Hieu Dang in Inpatient Pharmacy. Bottom, Pat Dean, Materiel Services processing supervisor on the swing shift.



(Continued from page 1)

handles all calls and paging of people at the hospital. The number of calls increases during the holidays because family and friends send greetings to patients, says Matthews. But the lonely Matthews could not help thinking about his own friends, who were doing some holiday celebrating without him. "I had to be here, so I made the best of it," he says.

His Christmas Eve was brightened by some nurses across the street, who knew Matthews was working alone. They sent him egg nog and holiday desserts.

For many night shift workers, time seems to go by fast. Pat Dean, Materiel Services processing supervisor for the 3 to 11 pm weekday shift, says she is usually too busy to feel lonely. Materiel Services prepares equipment, such as isolettes and medical kits, for patient units, and sterilizes the fine instruments to be used in surgery and research the next morning.

The more patient activity, the busier are Dean and the 17 employees she supervises. During the holidays, it may be a bit slower than usual, but it gives Dean time to catch up on such things as paperwork.

Antoine Davis is the lone graveyard shift worker in the Millberry Union garage. He mostly sits in the cashier's booth at the H level exit, but he also handles miscellaneous tasks, such as repairing the entrance gate after someone accidently drives through it ("this has happened about six times in the last year").

Davis volunteered to work the midnight to 8 am shift last year. He wanted to be free during the day, when his wife works, to take care of their one-year-old child. They're saving money by not having to pay childcare, he says.

The garage is usually pretty quiet during Davis' shift. Many of the people parking in the garage at that time are other "after hours" employees, whom he has gotten to know. The late hour workers seem to enjoy a special camaraderie.

Andy Evangelista

MOVING

Brimhall

Bourges

Hopkins

Gleason

Dennis Brimhall, associate director of patient services, Hospitals and Clinics, joined UCSF in late October. He is responsible for a broad scope of clinical, administrative and support departments related to inpatient and ambulatory care services. He also is responsible for all activities of the Hospitals and Clinics in the absence of director William Kerr. Before coming to UCSF, Brimhall served as associate administrator at the University of Utah and assistant administrator of the hospital there.

Sybil Bourges, nursing administration, has been promoted from principal clerk to administrative assistant II.

Evelyn Butera is the new head nurse in the Acute Hemodialysis Unit, and **Maura Hopkins** is the new head nurse in the intensive care unit.

. . . and some have gone

Yvonne Gleason, administrative assistant in the Department of Otolaryngology, retired late last year. She first joined UCSF in 1940 as a secretary in Hospital Administration. After a 16-year respite to raise a family, she returned in 1964 to work in Physical Medicine and Rehabilitation and transferred to the Department of Otolaryngology in 1967.

As the person who handled all support services for otolaryngology's student affairs, Gleason worked with residents, faculty members and fellow employees throughout the campus, making friends of them all, says department management services officer Lucille Burnap.

Gleason, whose past trips include one to China last year, plans to travel more, pursue her gardening and come back to campus for part-time work.

More than 150 people attended a farewell dinner for **Magdalen McMullen,** who retired last month after 20 years with the dermatology clinic, where she was head nurse. "Mac" coordinated the work of nurses, clerks, lab technicians and residents in the clinic, which sees about 100 patients daily, but always found time for patients needing special help or attention.

A reception was held in November for **Louis R. Giancola,** deputy director for Patient Care Services, Hospitals and Clinics, who left UCSF to take a position at Santa Clara Medical Center. Giancola joined UCSF as an assistant director in 1977.